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FA 1 – Emergency Services

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FA 1 Tasked Agencies	
Primary Agencies	Police Department Fire Department Public Work Department
Supporting Agencies	Yamhill County Emergency Management Yamhill County Health Department Yamhill County Fire Defense Board Willamette Valley Medical Center Newberg Medical Center McMinnville EMS Yamhill Communications Agency 911

1 Purpose and Scope

The Emergency Services annex outlines the basic City government emergency services necessary to respond to a disaster. It encompasses several emergency management functions and includes Emergency Operations Center (EOC) Management, Alert and Warning, Emergency Telecommunications, Evacuation, Fire Protection, Emergency Medical Services, Emergency Public Information, Law Enforcement, Resource Management, and Recovery.

Emergency operations information specific to the type of incident (e.g., hazardous materials releases, terrorism, flood response, etc.) can be found in the Incident Annexes (IAs).

2 General Policy Statements

- It is the policy of the City of McMinnville to safeguard life and property by making maximum use of all available resources, public and private, to minimize the effects of natural or human-caused emergencies.
- Essential City services will be maintained as long as conditions permit. See Listing of Vital City Services in SA 3.
- An emergency will require prompt and effective response and recovery operations by City staff, disaster relief agencies, volunteer organizations, and the private sector.
- Environmental, technological, and civil emergencies may be of such magnitude and severity that they require County, State, and Federal assistance.
- County and State support of City emergency operations will be based on the principle of self-help. The City will utilize available local and mutual aid resources prior to requesting assistance from Yamhill County.

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- City resources shall be allocated first to situations within the City limits, second to mutual aid that may have an impact on the City, then to other mutual aid responders.
- Departments will put the plan and operating guidelines into limited or full operation, as necessary or directed by the Incident Commander (IC).
- Operational situation and status reports on Level II and III incidents (see section 5 for details) will be made by incident management staff and submitted to the City's Emergency Management Coordinator. The reports, based upon severity of the emergency or anticipated emergency, will include:
 - Estimated time and location of impact;
 - Date, time, and location of actual emergency;
 - Emergency with minimum or no warning: date, time, location, known or estimated number of injuries or casualties, and estimated damage at time of report; and
 - Date and time of activation of department emergency operations.
- Access to emergency services shall not be denied on the grounds of race, color, national origin, sex, age, disability, marital status, sexual orientation, or religious or political affiliation.
- Emergency response often requires decisions to be made quickly under adverse conditions. Decisions are made based on information available to the IC and that appear reasonable at the time. A formal evaluation will follow an incident to encourage constructive criticism. Government entities and their employees complying with this plan shall not be liable for injury, death, or loss of property except in cases of willful misconduct or gross negligence.
- The Emergency Alert System (EAS) will be accessed by way of the protocol set by Yamhill County Emergency Management. See section 6 for Alert and Warning information.
- The City will, when possible, consider the possibilities for hazard mitigation when reviewing and adopting regulations and ordinances. In addition, the City will provide public education to assist citizens in reducing exposure to hazards.
- City departments involved in Emergency Response shall retain their identity and autonomy during a declared State of Emergency. Each

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hazard identified within the EOP has one Department identified as the “lead agency”, tasked with planning for that hazard in all phases and all activity levels. This does not preclude the use of a unified command approach to incident management, or the assumption of command by the City Manager, if such actions are appropriate.

- All City departments have the same common tasks:
 - Allow selected personnel to participate in the Emergency Management Agency (EMA).
 - Allow selected personnel to participate in the development of operating guidelines to implement assigned duties within this plan.
 - Allow selected personnel to participate in training and exercising the plan to ensure preparedness.
 - Establish internal lines of succession of authority.
 - Protect department vital records, materials, facilities, and services.
 - Warn department personnel of impending emergencies.
 - Assign personnel to the EOC.
 - Develop and maintain mutual aid agreements to augment resources and department-specific inventories of resources that might be needed and available to them in an emergency.
 - Ensure that departmental standard operating procedures (SOPs) are developed and maintained to utilize and interface with all three levels of emergency response.
- The City Manager has the ultimate authority and responsibility for the direction and control of City resources during an emergency. On a day-to-day basis, this authority is delegated to the Police, Community Development, and Fire departments, who have the power to establish control of an emergency incident through the on-scene Incident Command structure. The Yamhill County Health Department is delegated direction and control during health epidemic emergencies. McMinnville Water & Light is delegated direction and control during power failure emergencies. The City Manager may re-assume the duties of overall Incident Command if, in the City Manager’s judgment, emergency response will be enhanced by this action. Operational control of the scene shall remain with the lead agency.

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- Responsibility for coordination of emergency activities with the County, State, and private organizations has been delegated to the Emergency Management Coordinator.
- When, in the judgment of the IC and/or the Emergency Management Coordinator, a state of emergency exists within the City of McMinnville, and there is not sufficient time for the City Council to convene or the Mayor or City Manager to be reached, the IC shall declare a state of emergency. The emergency declared by the IC, Mayor, or City Manager shall authorize specific emergency powers and shall exist for the period set forth in the declaration, but shall not exceed two weeks. The City Council shall convene as soon as practical to ratify the State of Emergency declaration. The state of emergency may be extended by the City Council for additional periods of time as necessary.

2 Policies and Agreements

The following policies and agreements are currently in place to support emergency services for the City:

- City Resolution 2009-4

3 Situation and Assumptions

3.1 Situation

The City may encounter situations in which many, or all, of its emergency response agencies need to be activated. The three primary emergency service agencies are the Police Department, Public Works Department, and the Fire Department. If additional response resources are needed, mutual aid is available from neighboring local governments and the County.

3.2 Assumptions

- A natural or human-caused emergency or disaster may occur at any time requiring response capabilities beyond those normally available to the City.
- All emergency personnel are trained in the Incident Command System (ICS)/National Incident Management System (NIMS).
- Utilization of the City Emergency Operations Plan (EOP) does not require activation of the EOC. The need to activate the EOC may be determined at the time by any department head, or designee.

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- When appropriate, the City will assume a Unified Command (UC) approach, with the highest-ranking department representatives sharing the command responsibility.
- Due to limited City resources, and depending on how widespread the emergency, the City may not be able to meet the requests for emergency response/recovery assistance from other units of local government in the County during a major emergency.
- The City is responsible for coordinating the response and recovery activities for a major emergency/disaster in the city, even when its own resources may be exhausted.
- Adequate communications are vital for effective and efficient warning, response, and recovery operations. Current communications may be neutralized by a particular hazard occurrence.
- Equipment is available to provide communications necessary for emergency operations. To the greatest extent possible, telephones, cell phones, and pagers will be considered the primary system for notification of key officials and critical workers.
- Additional communications equipment required for emergency operations will be made available from amateur radio operators, citizens, businesses, and/or other governmental agencies.
- Both the media and the public will expect and demand that information regarding an emergency be provided in a timely manner.
- The local media, particularly radio and television, can perform an essential role in providing emergency instructions and status information to the public, both through news bulletins and EAS broadcasts.
- The public will receive and understand official information related to evacuation. Most of the public will act in its own interest and evacuate dangerous areas when advised to do so by local government authorities. However, some individuals may refuse to evacuate. It is also assumed that most evacuees will use private transportation means; however, transportation may have to be provided for some.
- City staff/emergency responders will work to address the concerns of special needs populations who may have trouble understanding or accessing official emergency information.

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- Time constraints, route limitations, and hosting facilities' capacities to accommodate evacuees could significantly stress and deplete local resources.
- A listing of resources available for the City can be found in SA 1.
- The timely and accurate assessment of damage to public or private property will be of vital concern to local officials following a disaster and will have great bearing upon the manner in which the City conducts recovery activities.
- Damage assessments may need to be undertaken at different periods during a disaster event. A "windshield" survey may be conducted initially to obtain an overall general impression of the event's impact as part of preparing to issue the disaster declaration. A more detailed damage assessment will need to be performed to document the need for State and Federal aid.
- County, State, and Federal assistance will depend upon the adequate and timely documentation of the results of the disaster on the local community.

4 Roles and Responsibilities

The roles and responsibilities for each department in support of emergency services will vary depending on the type of resource, the length of the warning period, and the duration of the incident. Additional roles and responsibilities can be found in the Basic Plan, Chapter 3.

4.1 Mayor/City Council

In the event that the Mayor is unavailable, his or her emergency governance responsibilities will be assumed by the City Council President and then the Council Members in order of succession. The Mayor's and City Council's responsibilities include the following tasks.

- Establish Emergency Management authority.
- Adopt the EOP and related resolutions and ordinances.
- The City Council may declare a state of emergency and request assistance through the County (see FA 4 – Recovery Strategy and the Basic Plan for more information).
- Act as liaison to community during activation of EOC.

FA 1. Emergency Services**4.2 City Manager**

In the event that the City Manager is unavailable, his or her emergency operations responsibilities will be assumed by the Emergency Management Coordinator and then the IC, in that order. The City Manager's responsibilities include the following tasks.

- Report to the EOC to assume overall responsibility for City government activities.
- Designate an alternative EOC location, if necessary.
- Assign a representative of the City to the County EOC, if applicable.
- Coordinate the flow of public information to ensure consistency and appropriateness.

4.3 Fire Chief

Unless otherwise stated in this document, in the event that the Fire Chief is unavailable, his or her responsibilities will be assumed by a firefighter in the following order of availability: Assistant Chief, Battalion Chief, and then Lieutenant. The Fire Chief's responsibilities include the following tasks.

- Report to the EOC.
- If necessary, provide for the safety of personnel and their families before they report to their duty stations. Any firefighters who are unable to get to their home departments should report to the closest fire station and offer to be part of its staff pool.
- Relocate equipment as necessary.
- Assist in traffic/crowd control as necessary.
- Coordinate activities through the City EOC.
- Specific departmental duties and responsibilities are contained in the Fire Department SOP.

4.4 Police Chief

Unless otherwise stated in this document, in the event that the Police Chief is unavailable, his or her responsibilities will be assumed by a police officer in the following order of availability: Police Captain, Sergeant, senior officer on duty. The Police Chief's responsibilities include the following tasks.

- Report to the EOC.

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- Provide for safety of personnel and their families before they report to their duty stations. Any police department employees who are unable to get to their home departments should report to the closest police department and offer to be part of its staffing pool.
- Relocate equipment as necessary.
- Assist in traffic/crowd control as necessary.
- Assume primary responsibility for closing and/or rerouting traffic on city streets to assist movement of people and/or to keep people out of danger or from impeding emergency response activities.
- Coordinate and assist Oregon Department of Transportation (ODOT) and Oregon State Police (OSP) in closing State highway and/or rerouting traffic through the City, if applicable.
- Specific departmental duties and responsibilities are contained in the Police Department SOP.

4.5 Community Development Director

In the event that the Community Development Director is unavailable, his or her responsibilities will be assumed by a Public Works employee in the following order: Public Works Superintendant, Street Maintenance Supervisor, Parks Maintenance Supervisor. The Community Development Director's responsibilities include the following tasks.

- Report to the EOC to assume overall responsibility for Public Works activities under the direction of the IC.
- Provide for the safety of personnel and their families before they report to their duty stations. Any public works employees who are unable to get to their home departments should report to the closest public works department and offer to be part of its staffing pool.
- Relocate equipment as necessary.
- Assist the Police Department in closing streets and/or rerouting traffic, as applicable.
- Provide damage assessment information to City EOC, as applicable.
- Follow the specific departmental duties and responsibilities contained in the Public Works Department SOP.

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- Report to the EOC to assume overall responsibility for planning activities.
- Community Development Director/Engineering Manager duties and responsibilities include compiling, analyzing, and coordinating overall planning activities in support of emergency operations.
- Building Official duties and responsibilities involving seismic events require the application of systematic “rapid evaluation” techniques for assessing the condition of key structures. The priority application for structure assessment is as follows:
 - EOC,
 - Public Works Staging Area,
 - Emergency Shelters, and
 - Other structures as directed by EOC.

4.7 Finance Director

- Report to the EOC and assume responsibility for all necessary fiscal activities.
- Financial Department duties and responsibilities include tracking, analyzing, approving, and reporting fiscal activities in support of emergency operations.

4.8 Other City Departments

- Provide support activities as outlined in the City EOP.

4.9 Other Organizations

- Organizations such as ODOT, OSP, local ambulance service, and local hospitals should assign liaisons as points of contact within the City EOC for coordination and communication.

5 Concept of Operations**5.1 Emergency Management Agency**

The City has established this EOP in accordance with NIMS and at the direction of the City Manager, the Police and Fire Department Chiefs have jointly designated an officer of the McMinnville Police Department as the EMA’s Emergency Management Coordinator. The Emergency Management Coordinator

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is responsible for developing and training an EMA capable of managing the response and recovery of a major emergency in accordance with the provisions of this plan.

Oregon Revised Statutes (ORS) 401.305 and 401.335 give the City responsibility and authority to direct activities that will allow the City to mitigate, prepare for, respond to, and recover from emergencies or major disasters. The EOP may be activated at the discretion of the City Manager, Emergency Management Coordinator or IC.

Day-to-day supervision of the EOP is the responsibility of the Emergency Management Coordinator.

Some emergencies may require a self-triggered response. In the event of an emergency in which telephone service is interrupted, members of the Operations and General Staff should ensure the safety of their families and then report to the EOC.

The City Manager has the authority to involve any or all City personnel in the response to a disaster or other emergency incident. The declaration of an emergency nullifies leaves and vacations as deemed necessary by the City Manager.

Emergency contact information for the EOC staff can be found in SA 2.

5.2 Emergency Operations Center

Response activities for localized incidents will be coordinated from a local EOC and will be activated upon notification of a possible or actual emergency. The EOC will track, manage, and allocate appropriate resources and personnel. During large-scale emergencies, the EOC will in fact become the seat of government for the duration of the crisis. The EOC will serve as a multiple agency coordination system (MACS), if needed.

5.2.1 EOC Activation

Any department head, or designee, has the authority to initiate activation of the Emergency Operations Center. Once the EOC has been activated, the Police, Fire Chief and/or Emergency Management Coordinator should be notified. Upon activation of the EOC, the department head, or designee, responsible for that activation may assume the role of EOC Incident Commander.

As soon as practical, the Emergency Management Coordinator (or designee) should notify County Emergency Management that the EOC has been activated. County Emergency Management should be briefed and a preliminary determination made regarding the likelihood of a disaster declaration. Emergency contact information can be found in SA 2.

FA 1. Emergency Services**5.2.2 Emergency Operations Center Location**

The primary location for the City EOC is:

City of McMinnville Police Department
121 SW Adams Street
McMinnville, Oregon 97128

However, the location of the EOC can change as dictated by the nature of the disaster and the resource requirements needed to adequately respond.

Coordination and control for City emergency operations will take place from the EOC at the Police Department as long as environmental and incident conditions allow; however, the following facilities within the City may be used as EOCs should it be necessary to relocate:

- McMinnville Fire Department (175 NE First St, McMinnville, Oregon 97128)
- McMinnville Civic Center (200 NE Second St, McMinnville, OR 97128)
- McMinnville Community Center (600 Northeast Evans Street, McMinnville, OR 97128)
- City Water Reclamation Facility (3500 NE Clearwater Dr, McMinnville, OR 97128)

If environmental conditions do not allow direction and control functions to be conducted from any of the above facilities, alternate locations will be identified, selected, and announced. The City Manager may request that the County Office of Emergency Management allow the City of McMinnville direction and control functions to be conducted from County facilities.

5.2.3 Emergency Operation Center

The EOC has approximately 2000 square feet of work space. The Police Department facilities include showers.

5.2.4 Emergency Operation Center Equipment

The EOC shall be equipped with radios, a modem, cellular telephones, a fax machine, a television, a video camera, and a video recorder/player.

5.2.5 EOC Activation Triggering Mechanism

The level of response required by an incident will provide guidelines for EOC activation.

LEVEL I Often referred to as “routine” crisis management or emergency situations, Level I situations can normally be handled using

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resources available at the incident location. It may not be necessary to implement an emergency plan for this level. Outside assistance is usually not required.

- LEVEL II** Level 2 situations are characterized by a need for response assistance from outside agencies (specialized equipment or personnel, insufficient or inadequate on-site resources, etc.). The request often takes the form of a 911 call for police, fire, or medical assistance. Examples include hazardous materials spills and traffic incidents with multiple injuries. Portions of the City EOP may be activated.
- LEVEL III** Level 3 situations are major incidents that require application of a broad range of community resources to save lives and protect property. Examples include an airliner crash in a populated area, a major earthquake, etc. Emergency plans should be implemented, and the EOC will be activated to coordinate response and recovery activities.

5.2.6 Emergency Operations Center Access

Since the EOC is an operational center dealing with a large volume of incoming and outgoing, often sensitive, information, access shall be limited to designated emergency operations personnel. Others may be allowed access as determined by the EOC Incident Commander (or designee). Appropriate security measures will be in place to identify personnel who are authorized to be present.

5.2.7 Emergency Operations Center Staffing Pattern

City departments involved in emergency response and personnel assigned to Command and General Staff (if previously designated) are required to report to the EOC upon activation. Personnel assigned to the EOC have the authority to make the decisions associated with their Command and General Staff position. Roles and Responsibilities for Command and General Staff are detailed in Chapter 5 of the Basic Plan.

The following general instructions apply to all EOC personnel.

- Receive briefings from immediate supervisors.
- Acquire work materials; bring required equipment such as radios to the EOC.
- Organize and brief subordinates.
- Complete forms, reports, and other documentation required of the assigned position, and send material through supervisors to the Planning Section, Documentation Unit.

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- Fulfill assignment according to position guidelines and City policy.

5.2.8 De-Activation Guidelines

Each situation will need to be evaluated to determine the need for continued operation of the EOC after the emergency response phase of the incident has been completed. The decision is made by the EOC Incident Commander.

During the initial phase of the recovery period for a major disaster, it may be desirable to continue to operate the City EOC during the day with limited staffing to facilitate the dissemination of information on disaster relief programs available for the public and local government. This alternative should be weighed against the option of immediately requiring the EOC Incident Commander and staff to handle the recovery phase as part of their daily responsibilities, which is the ultimate goal.

The EOC Incident Commander has the final approval authority for activation and closure of the EOC. Once the decision has been made to limit hours/staff or close the EOC, the information needs to be disseminated to the same agencies that were notified when it was activated.

6 Emergency Services Functions**6.1 Alert and Warning**

The effectiveness of an alert and warning system depends largely upon the specificity and clarity of instructions and upon whether the public perceives the warning entity as credible at the time the warning is issued. In addition, messages must be geographically precise, repeated more than once, and broadcast in more than one medium.

The City's alert and warning system utilizes the local EAS, police and fire vehicle public address systems, and door-to-door contact. Other local media (TV, radio, newspaper, etc.) may be utilized as appropriate. These methods may be used separately or in combination to alert and warn the public of an emergency. In addition, special facilities such as schools, hospitals, utilities, and industrial facilities may need notification. Contact information for these facilities is housed in the Executive Department.

6.1.1 General Guidelines

- Upon detection of an emergency condition arising within the City, the on-scene IC will decide whether there is a need for immediate alert and shall attempt to notify the City Manager and Emergency Management Coordinator and direct its implementation.
- The City may also receive warning information from the County by telephone, the Oregon State Police (OSP), Fire Net, and Oregon

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Emergency Management (OEM) through the Law Enforcement Data System (LEDS). When warning information is received by telephone, the information should be confirmed by a return telephone call or teletype.

- If the emergency is localized, City law enforcement may alert residents in the area by telephone, mobile public address systems, and door-to-door contact.
- The City will educate residents about the City's alert and warning system.
- A log of warnings issued during the incident shall be maintained by the assigned Public Information Officer (PIO) (Appendix B).

6.1.2 Emergency Alert System

The national EAS consists of linked broadcast stations and governmental communication systems that provide emergency alert and warning to the public. The City's primary public broadcast station have been identified as KLYC Radio, 1260 AM. All participating television and radio stations rebroadcast the information given to the primary station.

Detailed instructions for the activation and use of the EAS are outlined in the Yamhill County EAS Plan (on file in the Police Department). The County EAS Plan can be activated by the City Manager, the Emergency Management Coordinator or the IC. Sample EAS messages can be found in Appendix A.

6.1.3 Other Methods of Alert**6.1.3.1 Mobile Public Address Systems**

The following vehicles are equipped with mobile public address systems that may be used for alert and warning:

Police: All marked patrol cars

Fire: Engine 1, 14, 15, and 16; Squad 1; Brush 1 and 11; all ambulances, and all command staff cars

Direction of these assets shall be the responsibility of the IC through the Law Enforcement Branch Director, with input and support from the Planning, Logistics, and Operations Sections.

6.1.3.2 Door-to-Door Alert

Door-to-door alert may be necessary in the event of a rapidly emerging incident that poses a clear threat to public safety. Residents will be directed to temporary shelter depending upon the weather and the expected duration of the emergency.

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Direction of this procedure shall be the responsibility of the IC through the Operations Section Chief and the Law Enforcement Branch Director, with input and support from the Planning and Logistics Sections.

6.1.3.3 News Releases

Should time allow, alert and warning information will be released to the media for distribution.

6.2 Emergency Public Information

Experience has shown that major incidents often result in intense media attention from both local and national news agencies. In addition, an informed community can assist local government in expeditious response to emergency situations. It is also true that a disaster organization that is not a center of information will find it difficult to remain a center of control. Coordination with the media and the orchestration of an effective response from the entire community can best be accomplished by establishing a procedure that provides complete and accurate information before, during, and after an emergency. Effective public information can enhance respect and understanding of local government, as well as aid in response to emergencies.

The procedure outlined in this section is intended to enhance, not supersede, departmental SOPs affecting public information. This procedure will be placed in effect whenever the PIO function is utilized in an emergency.

6.2.1 Assignment of Responsibilities

During an emergency involving the activation of the EOC, or at the discretion of the City Manager, EOC Incident Commander or on-scene IC, a PIO shall be appointed to coordinate the dissemination of information about the incident. The PIO may designate additional staff to assist in carrying out the public information tasks described in this section.

Liaison with other jurisdictions' PIOs: When other jurisdictions are affected by the emergency and/or are involved in the City's emergency, the PIO of those jurisdiction(s) shall coordinate the release of information.

6.2.2 Joint Information System

Providing timely and accurate public information during an emergency of any nature is critical to the overall response efforts. A joint information system will be implemented in conjunction with the ICS, and a local and/or regional Joint Information Center will be established under UC. The City will ensure that procedures are consistent with those implemented by the existing regional and State public information network.

Depending on the size and nature of the incident, the Joint Information Center may be co-located with an existing EOC/Command Post or could be designated as

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an independent facility. A lead PIO, representing the lead agency for the response, will be assigned to the incident and will maintain the following responsibilities:

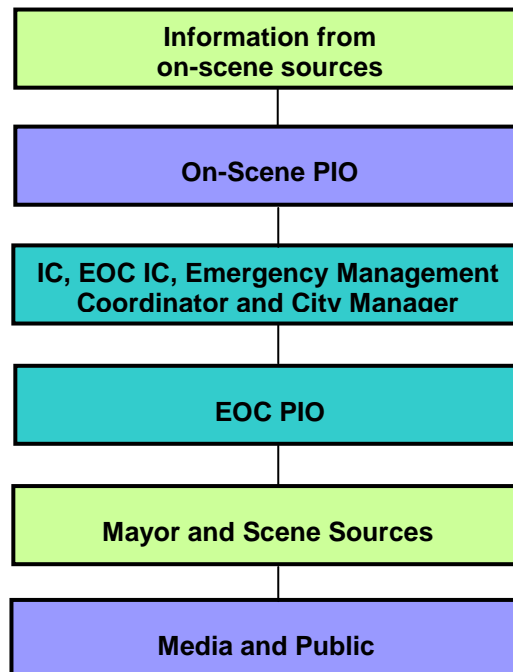
- Coordinate information-sharing among the larger PIO network;
- Develop and distribute materials to the general public and media partners;
- Implement information clearance processes set by the IC; and
- Schedule media briefings in a designated location away from the EOC and other emergency operations.

6.2.3 Concept of Operations

Until the EOC is opened, the PIO on scene provides information to the media. Once the EOC is activated, PIO functions are directed from the EOC with news releases approved by the IC and the City Manager, if available. In addition to normal news releases from the EOC PIO, the on-scene PIO can contribute to provide information regarding the response activities.

6.2.3.1 Information Flow

Incident information flow shall be routed as follows.



Appendix C of this annex contains guidelines for the release of information to the media.

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During an emergency, media briefing areas may be established in the McMinnville Civic Center or other such designated facilities.

Public Information staff may assist media staff in finding hotel rooms, providing coffee and refreshments for early morning briefings, and making arrangements for additional telephones.

6.2.3.3 Media Access to the Scene

- In cooperation with EOC and on-scene personnel, the on-scene IC may allow media representatives restricted access to the scene, accompanied by a member of the Public Information Staff. This should be done with regards to the safety of media personnel, the impact on response, and the wishes and concerns of the victims.

The PIO will not allow media access to the EOC except under limited, controlled circumstances, and only with prior approval of the EOC IC. Before being admitted to the EOC, media representatives shall display appropriate identification and shall be escorted by a member of the Public Information staff.

- If it is not safe or practical to admit all media representatives to the scene, a media “pool” may be created, whereby media representatives select one camera crew to take video footage for all. If even such controlled access is impractical, a “staged” photo opportunity to tape response vehicles or support activities may satisfy the media’s need for video footage.
- Response personnel must be protected from unwanted media intrusion. Off-shift personnel should be provided uninterrupted rest. It may be necessary to provide security to facilities where response personnel are housed and disconnect the telephones to ensure privacy.
- Victims and families should have access to public officials without having to face the media. Try to provide a secure entrance to the City administrative offices or arrange a briefing/interview room away from the press.
- The media may be allowed access to response personnel at the discretion of the on-scene IC, only if such an interview does not interfere with the response effort.
- Response personnel should not comment on the incident without the knowledge and consent of the PIO. Inquiries should be directed to the designated PIO.

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The PIO may establish a “Public Assistance” group as part of the public information staff. Public Assistance staff will receive inquiries and requests for non-emergency assistance from the general public. Public assistance telephone numbers may be publicized through the media.

City communication points must receive up-to-date information about the incident, including the telephone numbers for public assistance, since the public will attempt to contact the City through these familiar routes.

6.2.5 Sources of Incident Information

All of the following forms provide specific information about the incident and, with approval of the IC and City Manager, if available, portions may be used to brief the media. They also all become part of the final incident package.

6.2.5.1 Incident Status Summary (ICS Form 209)

This form will be completed by the Planning Section or the official requesting activation of this plan. The information contained is a brief analysis of the type of incident, damage, injuries, or deaths and initial response.

6.2.5.2 Incident Action Plan

The Planning Section completes this document for complex incidents. It contains more detailed information about the incident, responders, and plans for control.

6.2.5.3 Event Log

A chronological summary maintained by the Planning Section tracks major events occurring during the incident, both as a result of the emergency and in response to it.

6.2.5.4 Unit Log (ICS Form 214)

Each unit will maintain a unit log to document action taken, instructions to unit staff, and occurrences significant to the unit.

6.2.5.5 Warning Log

Maintained by the PIO, the warning log is used to document time, method, and nature of warning to the public.

6.3 Communications**6.3.1 Communication Points****6.3.1.1 Dispatch**

Day-to-day dispatch responsibilities for the City of McMinnville Police Department is contacted through Yamhill Communications Agency (YCOM), accessed by dialing 9-1-1 or (503) 434-6500. YCOM is responsible for receiving

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and dispatching police calls. It also handles fire and medical calls for the McMinnville Fire Department. The Public Works staff is dispatched by Public Works personnel during regular business hours. There is a 24-hour pager number for contact after hours, on weekends, and during holidays. This number is available through YCOM.

In a major emergency, 9-1-1 will continue to receive requests for assistance and information related to the emergency. The ability to relay incident-related calls to the EOC upon the request of the IC is not currently available.

6.3.1.2 The Police Department

The Police Department serves as the formal alert and warning and emergency message distribution point for the City of McMinnville. Emergency messages may be received via radio, telephone, or LEDS and will be distributed according to departmental procedures. Messages that affect the overall emergency preparedness of the City, such as information on the movement of hazardous materials or weather alerts will be distributed to the Police Department, the Fire Department, and the Emergency Management Coordinator. It is the responsibility of the City Manager, in consultation with the Emergency Management Coordinator, to determine what further notifications should be made and actions taken in response to the message.

After normal working hours, the Police Department will use the lists published in SA 2 to contact responding department representatives. Once contact with the responding department's representative is made, it is the responsibility of that employee to determine and to activate the appropriate departmental response and which further contacts must be made.

Each responding department will develop and maintain emergency contact call-out lists or call tree to augment the emergency call-out lists.

6.3.2 Communications Systems**6.3.2.1 Radio Systems**

The City of McMinnville has mobile radios in every marked vehicle. In addition, a number of hand-held units and charging stations are distributed throughout the City. The channels and frequencies vary from radio to radio. See SA 1 for specific location and capability of each unit and for description of each channel and its corresponding frequency.

6.3.2.2 City Telephone System

During normal business hours, all calls coming into the City are directed to each department as listed in the phone book.

FA 1. Emergency Services**6.3.2.3 Cellular Telephones**

The Police Department, Fire Department, Public Works, and some administrators have cellular telephones. The Police Department has cellular telephones assigned to each officer and a few assigned to the Auxiliary. The Fire Department has cellular telephones in each ambulance, Engine 1, and all administrative staff have access to one.

6.3.2.4 Other Communication Equipment

A video camera, 3 televisions, and DVD/VHS recorder/player are located in the Police Department. All marked police vehicles have a video recording system installed. Three televisions and a DVD video player is located in the Fire Department. City Hall and Waste Water Services have a DVD/VCR Combination. The Public Works Maintenance Office and City Library have a VCR. A video camera is located at the Waste Water Services Facility.

Fax machines are located in YCOM (in the Police Department building), the Police Department, the Fire Department, the Water Reclamation Facility, the Public Works Maintenance Office, and City Hall.

6.3.3 Emergency Communications**6.3.3.1 General**

In the initial stages of the emergency, all communication points are likely to receive inquiries from the press and public about the incident. It is vital that all communication points be kept apprised of activities related to the incident and, if possible, be given a prepared statement of basic information that can be given to those who call. Keeping communication points updated is the responsibility of the PIO.

6.3.3.2 EOC Activation

All incident-related calls should be referred to the EOC, with the exception of requests for general information that can be satisfied by the prepared statement provided by the PIO.

All communication points shall provide the EOC with functional phone numbers. A separate number will be provided to the PIO to receive calls from the press and public. To ensure that the EOC will also have a phone line available to make necessary outgoing calls, a line will be assigned for that purpose. That number shall not be released to the public and will not be used for any other purpose.

Communication points may be further augmented with written messages; runners will be assigned for that purpose, if needed.

6.3.3.3 Written Communications

Written communications internal to a section/unit shall be documented on the Major Event Log, provided in Appendix F. Others shall be written on the General

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Message form, provided in Appendix G. Copies of these documents shall be retained by the sending section/unit.

6.4 Fire Protection

The City Fire Chief is responsible for directing the City's fire protection response to a major emergency and coordinating response activities with the EOC. The Chief, or a designated representative, shall serve as the EOC Fire Protection Branch Director, coordinating the flow of fire protection information and processing requests for allowing additional fire protection resources, as appropriate.

The Fire Department is responsible for the timely issuance of fire warnings and information to the public and for notifying appropriate City management. In the event of an evacuation, warning may be delegated to the Police Department as part of the evacuation process. In the event of a natural or technological disaster that could increase the chances of fire, or during periods of extremely hot, dry, and windy weather, additional public information briefings may be conducted.

6.5 Law Enforcement Services

The City Police Chief is responsible for directing the City's law enforcement response to a major emergency and coordinating response activities with the EOC. The Chief, or a designated representative, shall serve as the EOC Law Enforcement Branch Director, coordinating the flow of law enforcement information and processing requests for and allocating additional law enforcement resources, as appropriate.

6.6 Resource Management

The City of McMinnville EOC staff has the authority under emergency conditions to establish priorities for the assignment and use of all City resources. The City will commit all its resources, if necessary, to protect life and property.

During a major emergency, it will be necessary to make difficult choices among competing requests for the same resource. To ensure that the status of resource requests and commitments can be maintained throughout the emergency, the Logistics and Planning Sections of the EOC staff will track resources of the City. (See Chapter 5 of the Basic Plan for descriptions of section responsibilities.)

The City Manager has the overall responsibility for establishing resource priorities. In a situation where resource allocations are in dispute, the City Manager has the final allocation authority.

The Logistics and Planning Sections have primary responsibility for coordinating the resource management effort, including the tasks outlined below.

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- Track resources.
- Provide the EOC staff with a timely inventory of needs and commitments.
- Identify public facilities that are essential to the life of the community, provide a recommended priority list to the Command and General Staff, and assist in the coordination of facility repair and restoration of services.

6.6.2 Logistics Section

- Serve as the primary point of contact for resource request from the EOC staff and cooperating jurisdictions.
- Resource lists appear in SA 1. In addition, each department is responsible for developing and maintaining mutual aid agreements to augment resources and department-specific inventories of resources that might be available to them in an emergency.
- Shelter, feeding, and human resources appear in FA 2.

6.6.3 General Guidelines

Under emergency conditions, members of the EOC staff will allocate resources according to the following guidelines.

- Deploy resources according to the following priorities:
 - Protection of life,
 - Protection of responding resources,
 - Protection of public facilities, and
 - Protection of private property.
- Distribute resources in a manner that provides the most benefit for the amount of local resources expended.
- Coordinate citizen appeals for assistance through the PIO at the EOC. Local media will be used to provide citizens with information about where to make these requests.
- Escalate the activation of other available resources by activating mutual aid agreements with other jurisdictions.
- Should the emergency be of such magnitude that all local resources are committed or expended, request assistance from the County, State, and Federal resources.

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- Activation of County, State, and/or Federal resources will be accomplished in a timely manner through a State of Emergency Declaration and request for assistance from the County.

6.6.4 Emergency Fiscal Management

During an emergency, the City is likely to find it necessary to redirect City funds in order to effectively respond to the incident. Although the authority to adjust department budgets and funding priorities rests with the City Council, emergency procurement authority is delegated to the City Manager with the approval of the City Council. Tracking the expenditures related to an incident is the responsibility of the Finance Section.

If an incident in the City requires major redirection of the City's fiscal resources, the following general procedures will be followed:

- The City Council will meet in emergency session to decide how to respond to the emergency funding needs.
- The City Council will declare a state of emergency and request assistance through the County Emergency Operations Manager as required by State law.
- If a quorum of Councilors cannot be reached, and if a prompt decision will protect lives, City resources and facilities, or private property, the City Manager (or designee), may act on emergency funding requests. The Mayor and City Council will be advised of such actions as soon as practical.
- In order to facilitate tracking of financial resources committed to the incident, and to provide the necessary documentation, a unique charge code for all incident-related personnel time, losses and purchases will be established by the Finance Section.

6.6.5 Incident Command

In a major emergency (Level III), or for an incident that is one part of an area-wide disaster, the EOC will be activated and the Incident Command System and structure described in the Basic Plan, Chapter 5, will be implemented. When the EOC is activated, overall incident management, direction, and control will come from the EOC IC. On-scene tactical direction and control will remain the responsibility of the on-scene IC. The EOC may be partially activated as deemed necessary.

6.6.5.1 General Procedures

- The first public official on scene should assume incident command. He or she will:

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- Assess the situation.
 - Request the assistance of the local emergency response agencies.
 - Initiate actions to protect the public according to SOPs.
 - Transfer incident command as appropriate.
- The lead local emergency response agency shall:
- Assume incident command upon arrival at the scene.
 - Establish liaison for cooperating resources.
 - Establish an appropriate Command Post, mark it, and notify responders to its location.
 - Fill subordinate positions and assign resources as necessary according to SOPs.
 - Transfer overall incident command to the Emergency Program Manager (or designee) when directed to do so by the City Manager.
 - The Incident Commander will set up a Unified Command structure if more than one jurisdiction has legal responsibility for responding to the emergency. Assisting jurisdictions or agencies not included in the Unified Command will provide liaison to the Command organization as requested.
- Incident Command will remain at the local government level unless:
- Local resources are overwhelmed and the IC requests another jurisdiction or level of government to assume command.
 - The incident is of such a nature that another level of government is designated as lead agency, e.g., a health epidemic.
 - The Governor, by Oregon statute, assumes command of incident operations (ORS 469.6711 and ORS 401-115).
 - The role of State and Federal governments in resource management during the recovery phase is outlined in FA 4.

7 Supporting Plans and Procedures

The following plans and procedures are currently in place to support emergency services for the City:

- Yamhill County Emergency Operations Plan.

8 Appendices

Appendix A – Warning Log

Appendix B - Sample EAS Message Format

Appendix C – Guidelines for the Release of Information to the Media

Appendix D – Sample Media Release

Appendix E – Sample Media Statement Format

Appendix F – Major Event Log

Appendix G – General Message Form

Appendix H – Sample Evacuation Contact Form

Appendix I – Windshield Surveys

Appendix J – Incident Briefing Agenda

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Appendix A – Warning Log

DATE _____ TIME _____

SITUATION _____

WARNING ISSUED _____

WARNING REISSUED: YES _____ NO _____

DATE _____ TIME _____

DATE _____ TIME _____

DATE _____ TIME _____

NEW WARNING ISSUED

DATE _____ TIME _____

WARNING TERMINATED

DATE _____ TIME _____

SIGNATURE OF TERMINATING OFFICIAL

X _____

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Appendix B - Sample EAS Message Format**EVACUATION**

The City of McMinnville is involved in a/an _____ emergency. A State of Emergency has been declared.

The Incident Commander and McMinnville City Manager are requesting the immediate evacuation of the area between _____ on the east, _____ on the west, _____ on the north, _____ on the south due to _____.

Please take medications and personal hygiene supplies with you and evacuate to a point _____ by traveling _____.

Failure to evacuate may result in life-threatening endangerment. The American Red Cross is opening shelters for those affected by the evacuation at _____. If you need help in evacuating your home, please signal emergency workers by placing a white cloth on your front door or calling the City at (503)435-5800.

SHELTER IN PLACE

The Incident Commander and McMinnville City Manager are urging citizens for the area between _____ on the east, _____ on the west, _____ on the north, and _____ on the south to take the following protective actions due to _____.

Stay indoors with all windows closed. If you must go outdoors for any reason, _____. Failure to follow these instructions may result in damage to _____. Please stay tuned to this station for further details.

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Appendix C – Guidelines for the Release of Information to the Media

The following guidelines shall be used in evaluating and releasing information concerning the incident:

1. Accurate information will be provided to the media. Facts that can be confirmed should be released as soon as possible. If little information is available, the following statement should be issued:

“We are aware that an (incident/accident) involving (type of incident) occurred at approximately (time), in the vicinity of (general location). Emergency crews are responding, and we will have additional information available as we are able to confirm it. We will hold a briefing at (location), and will alert the media at least 1/2 hour prior to the briefing. At this time, the briefing is the only place where officials authorized to speak about the incident and confirmed information will be available. Thank you for your assistance.”

2. Emergency information dissemination should be restricted to approved, specific, and verified information concerning the incident, and should include:
 - a. Nature and extent of emergency occurrence;
 - b. Impacted or potentially affected areas of the City;
 - c. Advice on emergency safety procedures, if any;
 - d. Activities being conducted by the City to combat the hazardous conditions, or mitigate the effects; and
 - e. Procedures for reporting emergency conditions to the EOC.
3. Information concerning the incident should be consistent for all members of the media.
4. Information should be presented in an objective manner.
5. Rumor control is vital during emergency operations. Sensitive or critical information must be authorized and verified before release. Unconfirmed rumors or information from unauthorized sources may be responded to in the following manner:

“We will not confirm _____ until we have been able to check out the information through authorized sources. Once we have confirmed information, we will release it to all members of the press at the same time.”

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6. Information that media representatives often request includes:
 - a. Emergency: What is it?
 - b. Location: Where is it?
 - c. Time: When did it occur? How long will it last?
 - d. Fatalities: Are there any? How many?
 - e. Injuries: Are there any? How many? What is the nature of the injuries?
 - f. Injured: Where are they being treated? Where can family members call to get information?
 - g. Involved agencies: What agencies responded? How many? What level of involvement do they have?
7. Do not release information that might hinder emergency response, prejudice the outcome of an investigation, or pose a further threat to public safety. Examples include:
 - a. Personal conjecture about the course of the emergency or the conduct of response;
 - b. Opinions about evidence, or a suspect or defendant's character, guilt, or innocence;
 - c. Contents of statements used in alibis, admissions, or confessions;
 - d. References to the results of various tests and examinations;
 - e. Statements that might jeopardize the testimony of witnesses;
 - f. Demeaning information/statements; and
 - g. Information that might compromise the effectiveness of response and recovery.
8. In an incident involving fatalities, the names of the victims or the cause of death shall not be released without authorization from the District Attorney's and Medical Examiner's office.
9. Confidential information is not to be released. This includes home phone numbers of City personnel, volunteer emergency workers, and any unpublished fire stations and City telephone numbers.
10. Public information briefings, releases, interviews, and warnings shall be logged and tape-recorded. Copies shall become part of the final incident package.
11. Do not commit to firm briefing times unless it is certain these times can be kept.

<Use Emergency Management Letterhead>

Date: _____

Time: _____

Press Release #: _____

TYPE OF INCIDENT: _____

Location: _____

Date: _____ Time: _____

Narrative details about incident: _____

For further information, please contact _____

at _____.

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Appendix E – Sample Media Statement Format

Due to _____ on
_____, normal City of McMinnville activities have been
temporarily suspended. Please do not contact the City of McMinnville unless you
have _____ emergency-related business. If you need emergency
medical aid or fire or law enforcement assistance, please call 9-1-1. If you need
information about the current emergency, please call (503)435-5800. We expect
to resume normal operations by _____. Thank you for your
cooperation.

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CITY OF MCMINNVILLE

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Appendix G – General Message Form

CITY OF MCMINNVILLE

GENERAL MESSAGE		
TO:	POSITION	
FROM:	POSITION	
SUBJECT:	DATE	TIME
MESSAGE:		
SIGNATURE/POSITION		
REPLY:		
DATE	TIME	SIGNATURE/POSITION

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Appendix H – Sample Evacuation Contact Form

ADDRESS: _____

NAME OF CONTACT: _____

DATE: _____ TIME: _____

#OF PERSONS IN BLDG: _____

EVACUATING (Circle one): Yes / No

DESTINATION: _____

SHELTER/RECEPTION: _____

OTHER COMMENTS: _____

Staff Making Contact: _____

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FA 1. Emergency Services**Appendix I – Windshield Surveys**

During the initial phase of an event with widespread property damage (such as windstorm, earthquake, train derailment, etc.), normal communication links may not exist. It will be important to get an account of the damage as soon as possible so resources can be assigned as priorities dictate.

Immediately after the event, emergency response units are to begin a process called “Windshield Surveys.” The Senior Officer is to assign someone as the Damage Report Sector. The Damage Report Sector will set up a communication center in the Fire Station to record incoming damage reports and coordinate the field units. Fire Department personnel should not wait to be toned out because of possible damage to the radio communication system.

Windshield Surveys consist of emergency response apparatus driving throughout the City in a systematic manner looking for damage. When damage is discovered, a description of the situation is to be relayed to the Damage Report Sector. Units are not to stop at incidents unless an immediate life hazard exists because a delay might hinder help from being dispatched to a more important situation. The goal is to get a quick overview of the entire situation and then assign resources to the priority situations.

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Appendix J – Incident Briefing Agenda

Briefing Date and Time: _____

SITUATION STATUS

1. Initial Assessment of Incident
 - a. Cause and extent of damage
 - b. Forecasts (threat projection, cascading effects, Hazardous Materials footprint)
 - c. Casualty estimates
 - d. Helicopter/airplane fly-over w/video
2. Assessment of damage (Initial Damage Assessment Reports, gathered by Plans/Intelligence Section)
 - a. Government - county/cities
 - b. Residential
 - c. Business (downtown/shopping malls)
 - d. Industrial
3. Critical infrastructure damage and restoration schedule
 - a. Critical transportation routes (highways, rail, airport)
 - b. Utilities (power, water, natural gas)
 - c. Hospitals and mortuaries
 - d. Prisons and jails
 - e. Food and agriculture
4. Status of communications systems and restoration schedule
 - a. 9-1-1 centers and interagency radio systems
 - b. Telephones
 - c. Commercial radio

FA 1. Emergency Services**RESOURCE STATUS**

5. Outline EOC Management Structure Assignments (using the Incident Command System) for both current and on-coming shift. Include date/time of EOC activation and when shift changes occur.
 - a. Policy Group Liaison (Commissioner)
 - b. Incident Commander
 - c. Command Staff
 - 1) Liaison (Intergovernmental)
 - 2) Public Information Officer
 - d. General Staff
 - 1) Operations Section Chief
 - 2) Planning Section Chief
 - 3) Logistics Section Chief
 - 4) Finance Section Chief
6. Current public safety response, capability, and need for assistance beyond mutual assistance:
 - a. Transportation (emergency support)
 - b. Communications
 - 1) 9-1-1 centers and interagency radio systems
 - 2) Telephones
 - 3) Commercial radio and television
 - c. Public Works/Engineering (public assets and private construction companies)
 - d. Firefighting
 - e. Intelligence and Planning
 - f. Mass Care
 - g. Service and Support
 - h. Health and Medical Services
 - i. Search and Rescue

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- j. Hazardous Materials (public assets and private companies with Hazardous Materials teams)
- k. Food and Water (delivery needs/resources)
 - 1) American Red Cross
 - 2) School cafeterias
 - 3) Forest Service trucks - State and Federal contract
 - 4) Jail cooking capability
 - 5) Grocery stores and restaurants
 - 6) For response workers
- l. Energy
- m. Public Safety
- n. Damage Assessment
- o. Evacuation
- p. Shelters (needs and supply)
 - 1) Number of established/locations
 - 2) Number of people sheltered by location/total
 - 3) Problems encountered
- q. Volunteers
- 7. Insurance claims procedures and response - establishment of Disaster Recovery Centers
- 8. Need for Declaration of Emergency Disaster by City Council
 - a. National Guard Assistance
 - b. Financial assistance (County/State/Federal)
 - c. Other State agency resources (people or equipment not available through mutual aid agreements)
- 9. Critical contacts established
 - a. City Departments
 - b. County and other Cities

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- c. Oregon Emergency Management/Federal Emergency Management Agency
 - d. Oregon Department of Transportation
 - e. Elected Officials (Governor, State and Federal Representatives and Senators, Mayors, Adjacent County Commissioners or City Council members, Board of Commissioners)
 - f. Media (Yamhill News-Register, Salem News, Statesmen Journal, local radio, Emergency Alert System Station)
10. Documentation - video taping, logs, photos, minutes and tapes of meetings

Proposed 12-hour STRATEGIC RESPONSE PLAN

11. Need for evacuation and action being taken by police, fire, public works, and the Emergency Alert System, provision for vandalism protection for evacuated areas
12. Summary
- a. Major actions to be taken and priorities established
 - b. Establish time lines and responsibilities
 - c. Schedule meetings for next 8–12 hours (EOC, Policy Group, Department)
 - d. Schedule of news release and location (schedule for last one, next one)
13. Continuing Concerns